

Parents Gateway

Quick-start Guide for Absence Notification in PG app



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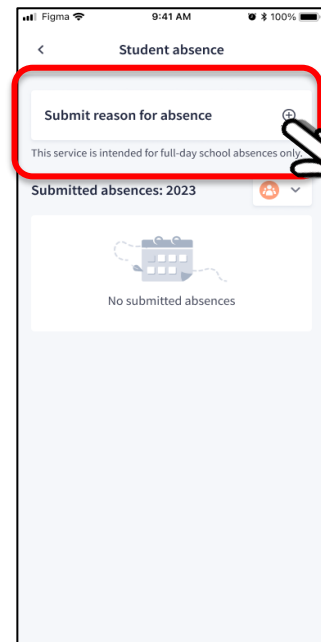
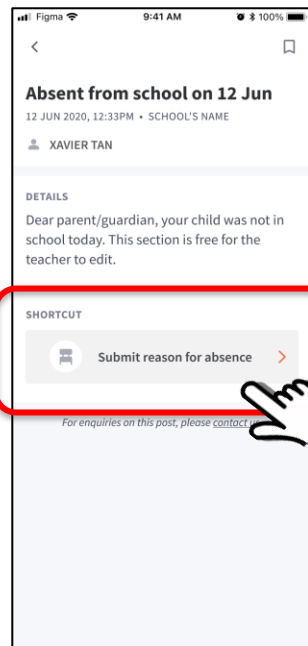
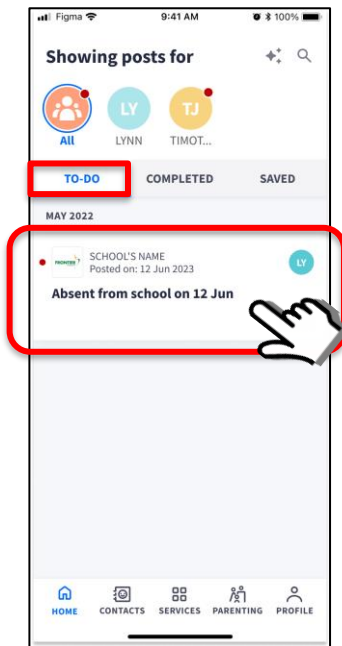
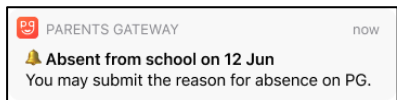
Using PG Absence Notification

Parent is onboard PG	Schools turned on Absence Notification	Remarks
Yes	Yes	<ul style="list-style-type: none">• Parent <u>will be notified</u> of student's absence via PG.• Parent <u>can submit reasons</u> and documents via PG.
Yes	No	<ul style="list-style-type: none">• Parent <u>can submit reasons</u> and documents via PG.
No	Yes	<ul style="list-style-type: none">• Parent (Primary Contact) will be notified of student's absence via SMS (status quo).• Parent <u>will not</u> be able to submit reasons via PG.
No	No	<ul style="list-style-type: none">• Parent <u>will not</u> be able to submit reasons via PG.

Submit reason for absence after receiving absence notification from school

Parents will only receive the notification if the school has turned on the notification service.

Submit child's reason for absence after receiving notification (1/4)



1. Parents will receive notification from school. Click on notification to go to PG app

2. Click on the absence notification under "TO-DO" tab

3. Click on "Submit reason for absence" in the details page.

4. Click on the "+" to add submission

Submit child's reason for absence after receiving notification (2/4)

Step 1: Select child

Submitting for

XAVIER TAN ☐

LISA TAN ☐

Next

5. Select the child you are submitting the reason for.

Step 1: Select child

Submitting for

XAVIER TAN ☒

LISA TAN ☐

Next

6. Click on "Next" to input absence details.

Step 2: Submit absence

XAVIER TAN

* Date of absence

From To

Start date date

* Absence

With medical certificate ☐

Without medical certificate ☐

Submit

7. Click on box to activate calendar for selection of date.

- a) For child without medical certificate
- b) For child with medical certificate
- c) For child with submission of link to mc.gov.sg

Parents will only receive the notification if the school has turned on the notification service.

a) For child without medical certificate (3/4)

Step 2: Submit absence

XAVIER TAN

* Date of absence

From To

Start date End date

JUNE 2023

MON TUE WED THU FRI SAT SUN

1 2

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21

24 25 26 27 28 29 30

JULY 2023

MON TUE WED THU FRI SAT SUN

1 2 3 4 5 6 7

Select dates

8. Select the date(s) of absence.

Step 2: Submit absence

XAVIER TAN

* Date of absence

From To

10 Apr 2025 12 Apr 2025

* Absence

With medical certificate ☐

Without medical certificate ☒

* Please specify reason

E.g. My child has a piano exam.

500 characters left

Supporting document (optional)

Please do not upload any sensitive documents. ⓘ

piano_xaviertan.pdf

500 characters left

Submit

9. Select the Absence “Without medical certificate”.

Step 2: Submit absence

10 Apr 2025 12 Apr 2025

* Absence

With medical certificate ☐

Without medical certificate ☒

* Please specify reason

My child has a piano exam. I have attached the exam schedule.

500 characters left

Supporting document (optional)

Please do not upload any sensitive documents. ⓘ

piano_xaviertan.pdf


500 characters left

Submit

10. a) Type in reason for absence.
b) (optional) Upload relevant documents.
c) Click on “Submit”.

a) For child without medical certificate(4/4)

The screenshot shows a mobile app interface titled 'Absence submission'. At the top, there is a green checkmark icon inside a circle, which is highlighted by a red rectangle. Below this icon, the text 'Reason for absence submitted' is displayed. The form contains the following fields: 'CHILD'S NAME' with the value 'XAVIER TAN', 'DATE OF ABSENCE' with the value '12 Jun 2023 - 14 Jun 2023', and 'REASON FOR ABSENCE' with the text 'Xavier has a piano competition that has been approved by the school.' Below these fields is a 'SUPPORTING DOCUMENT' section with a placeholder 'Fileattachmenttitle.png' and a download icon. At the bottom, there is a status bar indicating 'Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM' and 'Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM'. Two buttons, 'Edit' and 'Withdraw', are located at the very bottom.

11. You will see a  once your submission is successful.

Supporting document

Do not upload any sensitive documents such as:

- Detailed offence notes
- Counselling notes
- Sensitive health information
- Mental health conditions
- Police reports
- Court documents
- Others

OK

Note: Do not upload documents that are sensitive in nature

b) For child with medical certificate submission (3/4)

Step 2: Submit absence

XAVIER TAN

* Date of absence

From To

Start date End date

JUNE 2023

MON	TUE	WED	THU	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

JULY 2023

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7

Select dates

8. Select the date(s) of absence.

Step 2: Submit absence

XAVIER TAN

* Date of absence

From To

10 Jun 2023 12 Jun 2023

* Absence

With medical certificate ☒

Without medical certificate ☐

* Medical certificate

Please do not upload any sensitive documents. ⓘ

Upload document

JPEG / PNG / PDF / HEIC / HEIF (Max size: 10MB)

or provide an mc.gov.sg link

Please unlock the MC before submission.

Submit

9. a) Select the Absence "With medical certificate".
b) Click "Upload document"

Step 2: Submit absence

* Absence

With medical certificate ☒

Without medical certificate ☐

* Medical certificate

Please do not upload any sensitive documents. ⓘ

MC_xaviertan.pdf

or provide an mc.gov.sg link

Please unlock the MC before submitting.

E.g. mc.gov.sg/mc/23432

Note to teacher (optional)

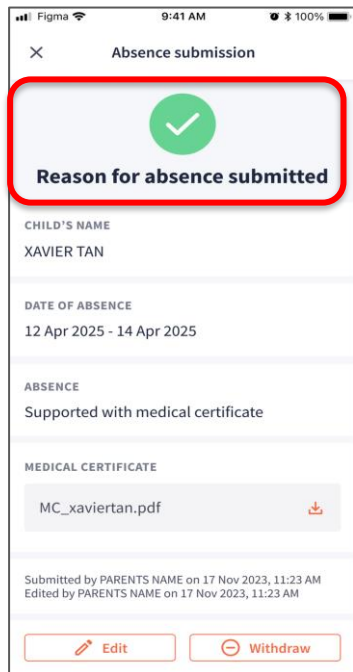
Additional information (if any)


500 characters left

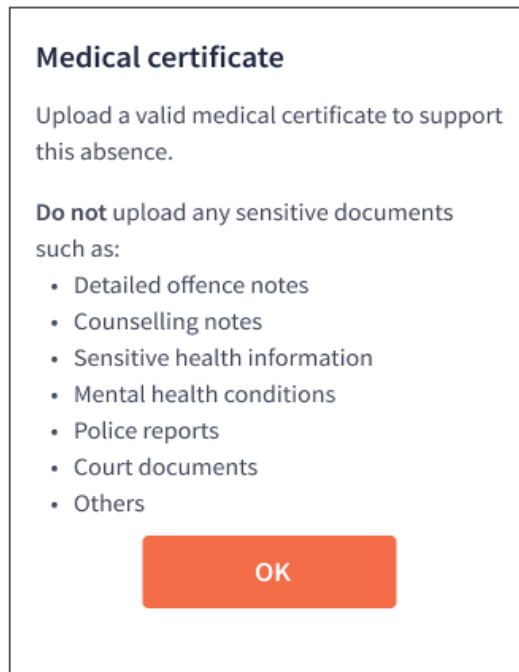
Submit

10. a) Check that file has been uploaded
b) (optional) Include note to teacher
c) Click on "Submit".

b) For child with medical certificate submission (4/4)



11. You will see a  once your submission is successful.



Note: Do not upload documents that are sensitive in nature

c) For child with submission of link to mc.gov.sg (3/4)

The screenshot shows the 'Step 2: Submit absence' form. At the top, it says 'XAVIER TAN'. Below that, there's a section for '* Date of absence' with 'From' and 'To' fields. A calendar for JUNE 2023 is displayed, with dates 12, 13, and 14 highlighted in blue. A hand icon is pointing at the 14th. Below the calendar is a 'Select dates' button.

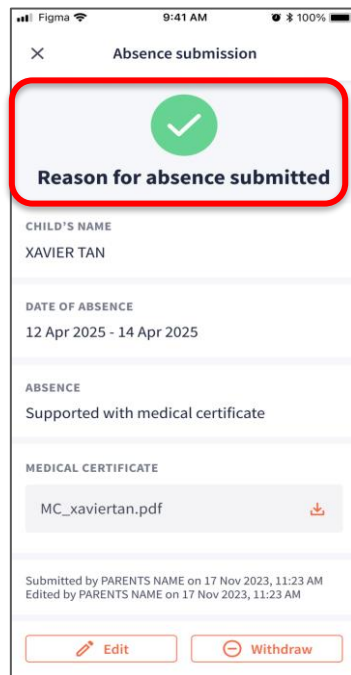
8. Select the date(s) of absence.



The screenshot shows the 'Step 2: Submit absence' form. It has two radio button options under '* Absence': 'With medical certificate' (selected) and 'Without medical certificate'. Below this is a section for '* Medical certificate' with a warning 'Please do not upload any sensitive documents.' and an 'Upload document' button. Below that, there's a section for 'or provide an mc.gov.sg link' with a text input field containing 'https://mc.gov.sg/sample/1/'. At the bottom, there's a 'Note to teacher (optional)' section with a text input field and a 'Submit' button. Hand icons with letters 'a', 'b', and 'c' are pointing to the 'With medical certificate' option, the link input field, and the 'Submit' button respectively.

9. a) Select the Absence “With medical certificate”
b) Provide an mc.gov.sg link (unlock mc before submitting)
c) Click on “Submit”

c) For child with submission of link to mc.gov.sg (4/4)



Absence submission

Reason for absence submitted

CHILD'S NAME
XAVIER TAN


DATE OF ABSENCE
12 Apr 2025 - 14 Apr 2025

ABSENCE
Supported with medical certificate

MEDICAL CERTIFICATE
MC_xaviertan.pdf

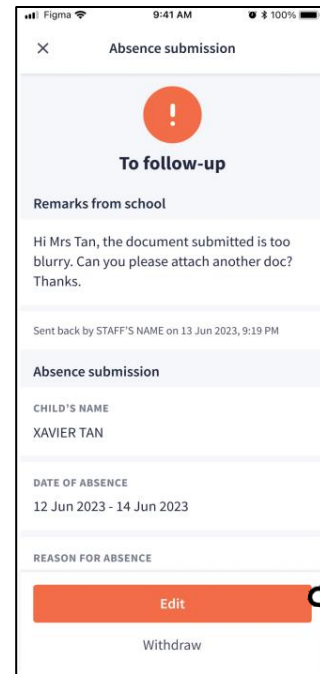
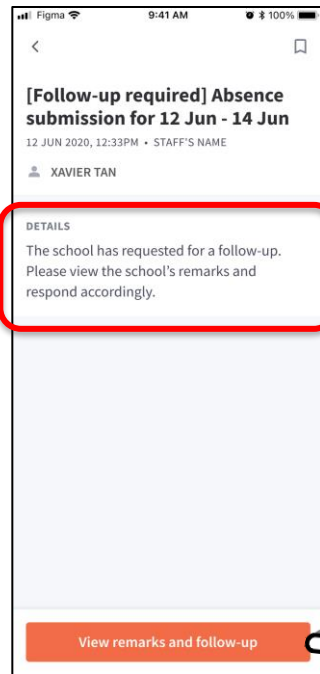
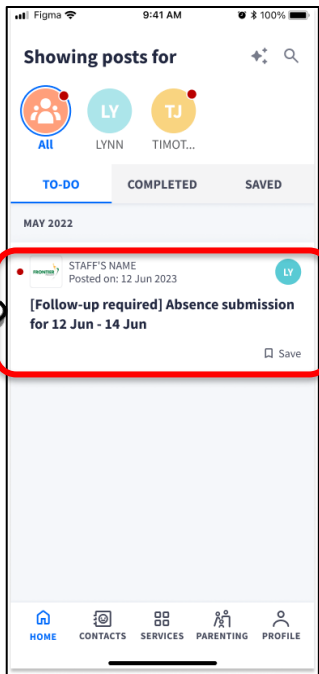
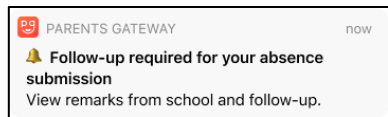
Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM
Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM

Edit Withdraw

10. You will see a  once your submission is successful.

**Received school's request to
follow-up on submission**

Teacher's request to follow-up on child's absence (1/2)



1. Parents will receive a notification for follow-up. Click on notification to access PG.
2. Click on the "Follow-up required" notification under "TO-DO" tab
3. Click on the "View remarks and follow-up" tab
4. Click on 'Edit' to update required changes

Teacher's request to follow-up on child's absence (2/2)

Step 2: Submit absence



* Absence

With medical certificate ☒

Without medical certificate ☐

* Medical certificate

Please do not upload any sensitive documents. ⓘ

MC_xaviertan.pdf  

or provide an mc.gov.sg link

Please unlock the MC before submitting.

E.g. mc.gov.sg/mc/23432


Note to teacher (optional)

Additional information (if any)

500 characters left

Submit

Absence submission



Reason for absence submitted

CHILD'S NAME

XAVIER TAN


DATE OF ABSENCE

12 Apr 2025 - 14 Apr 2025

ABSENCE

Supported with medical certificate

MEDICAL CERTIFICATE

MC_xaviertan.pdf 

Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM

Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM

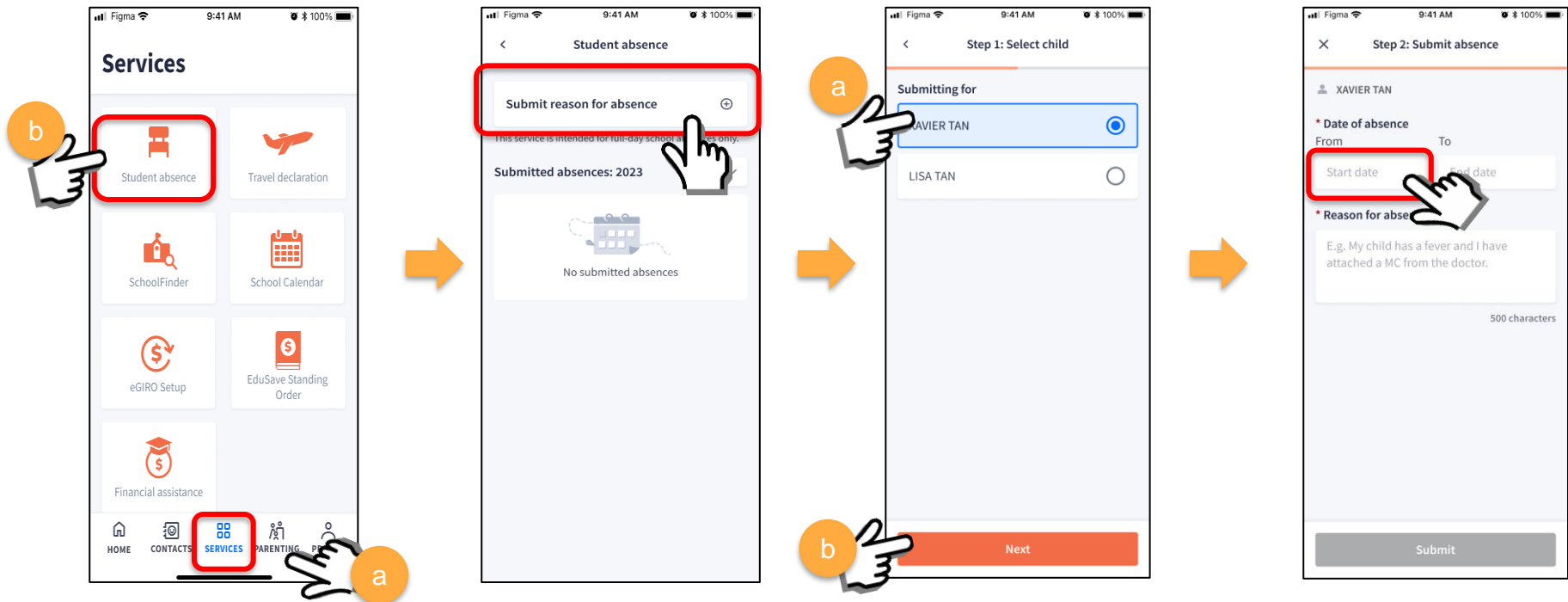
Edit Withdraw

- 5a) Delete the previously submitted document and re-upload.
b) (Optional) add note to teacher.
c) Click submit.

6. You will see a  once your edits are successful.

Self-service link to submit child's absence

Parent to submit absence without prompt from school (1/2)



1. a) Go to "SERVICES" tab.
b) Click on "Student absence"

2. Click on the "+" to add submission

3. a) Select your child's name
b) Click on "Next"

4. Click on box to activate calendar for selection of date.

Parent to submit absence without prompt from school (2/2)

Step 2: Submit absence

XAVIER TAN

* Date of absence

From To

Start date End date

JUNE 2023

MON TUE WED THU FRI SAT SUN

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21

24 25 26 27 28

JULY 2023

MON TUE WED THU FRI SAT SUN

1 2 3 4 5 6 7

Select dates

5. Select the date(s) of absence.

Step 2: Submit absence

10 Apr 2025 12 Apr 2025

* Absence

With medical certificate ☐

Without medical certificate ☒

* Please specify reason

My child has a piano exam. I have attached the exam schedule.

500 characters left

Supporting document (optional)

Please do not upload any sensitive documents. ⓘ

Upload document

JPEG / PNG / PDF / HEIC / HEIF (Max size: 10MB)

Submit

6. a) Select the relevant Absence and enter reason for absence.
b) (optional) Upload relevant documents¹.

Step 2: Submit absence

10 Apr 2025 12 Apr 2025

* Absence

With medical certificate ☐

Without medical certificate ☒

* Please specify reason

My child has a piano exam. I have attached the exam schedule.

500 characters left

Supporting document (optional)

Please do not upload any sensitive documents. ⓘ

piano_xaviertan.pdf

Submit

7. a) Check that correct document has been uploaded.
b) Click on "Submit".

Absence submission

Reason for absence submitted

CHILD'S NAME

XAVIER TAN

DATE OF ABSENCE

12 Apr 2025 - 14 Apr 2025

ABSENCE

Without medical certificate

REASON FOR ABSENCE

My child has a piano exam.


SUPPORTING DOCUMENT

piano_xaviertan.pdf

Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM

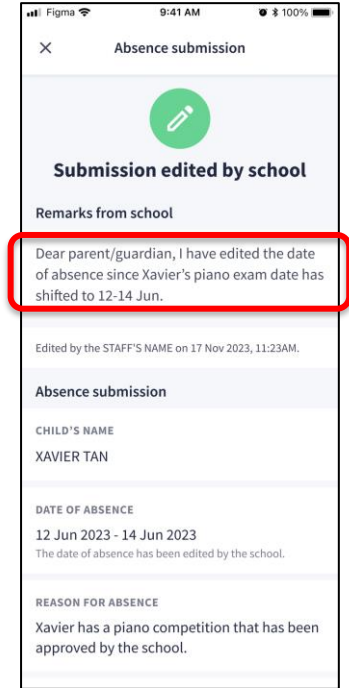
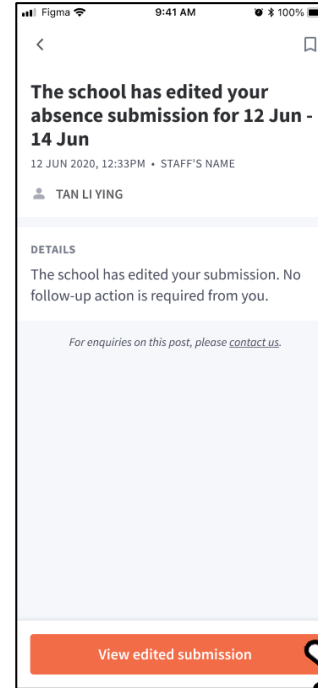
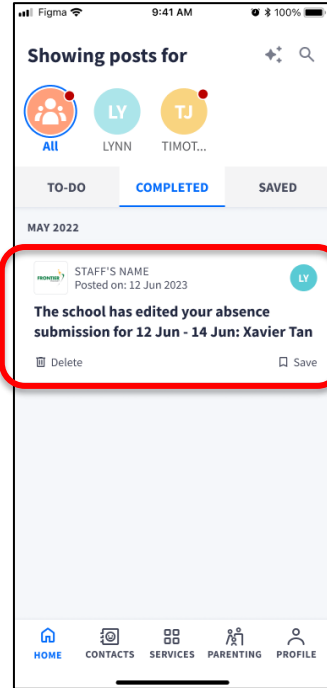
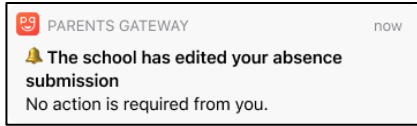
Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM

Edit Withdraw

8. You will see a  once your submission is successful.

**School edits parent's submission
(no action required from parent)**

Teacher edited parent's submission, and no further action required from parent



1. Parents will receive a notification to inform them that school had edited their submission. Click on notification to access PG.

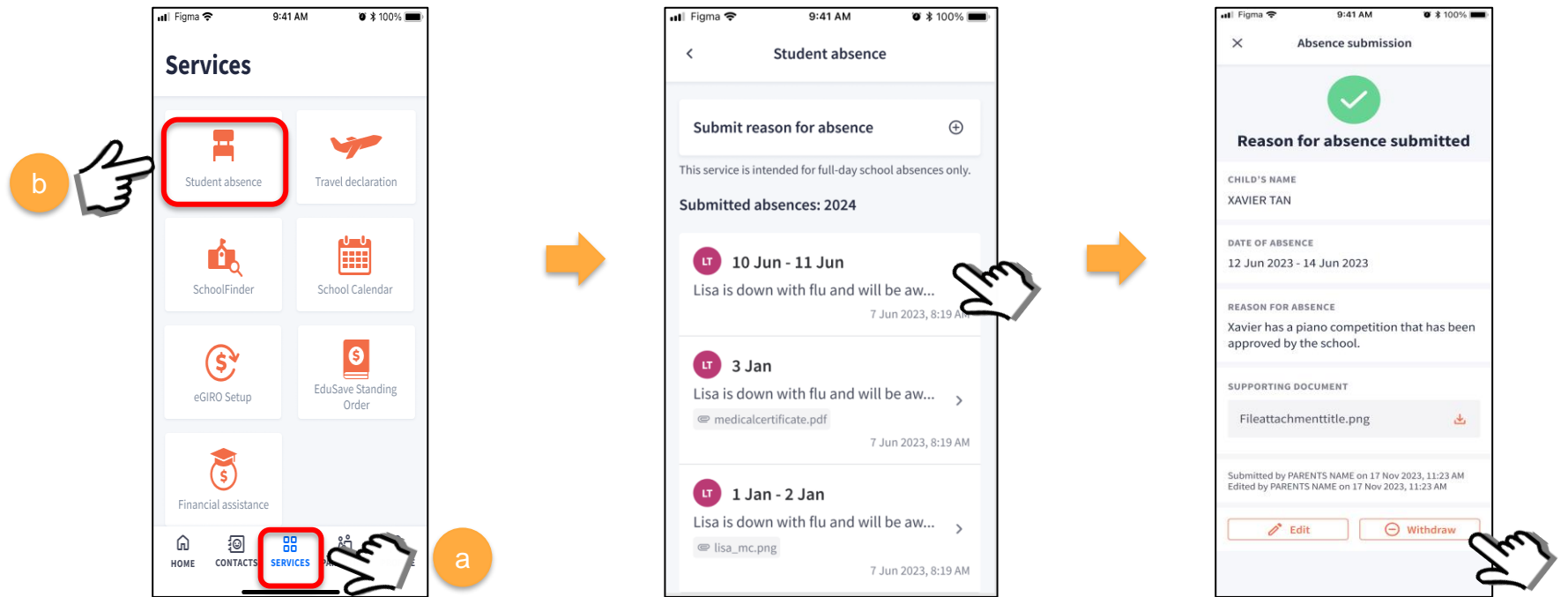
2. You will receive a notification of edit by the school

3. Click on "View edited submission" to check on edits made by school.

4. Parent will be able to view remarks/ reason for edits under "Remarks from school". No further action is required by the parent.

Withdrawal of submitted absence from SERVICES tab

Withdrawal of submitted absence (1/2)

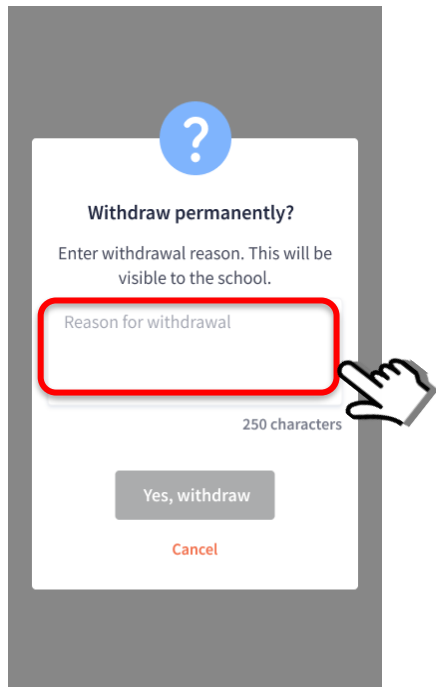


1. a) Go to “SERVICES” tab.
b) Click on “Student absence”

2. Select the submission that you would like to withdraw.

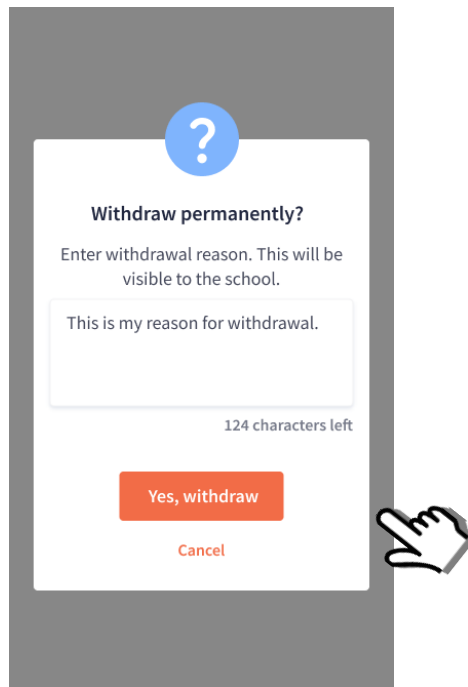
3. Click on the “Withdraw” button.

Withdrawal of submitted absence (2/2)



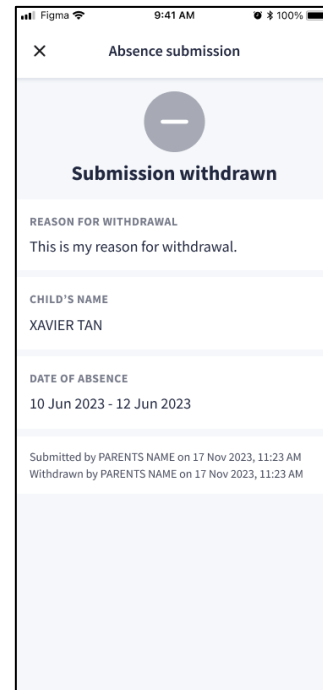
A mobile app screen titled "Withdraw permanently?" with a blue question mark icon. Below the title is the instruction "Enter withdrawal reason. This will be visible to the school." A text input field labeled "Reason for withdrawal" is highlighted with a red border. A hand icon is pointing at the input field. Below the field, it says "250 characters". At the bottom are two buttons: "Yes, withdraw" (grey) and "Cancel" (red).

4. A pop-up screen will appear. Enter reason for withdrawal.



A mobile app screen titled "Withdraw permanently?" with a blue question mark icon. Below the title is the instruction "Enter withdrawal reason. This will be visible to the school." A text input field contains the text "This is my reason for withdrawal." Below the field, it says "124 characters left". At the bottom are two buttons: "Yes, withdraw" (orange) and "Cancel" (red). A hand icon is pointing at the "Yes, withdraw" button.

5. Click on "Yes, withdraw".

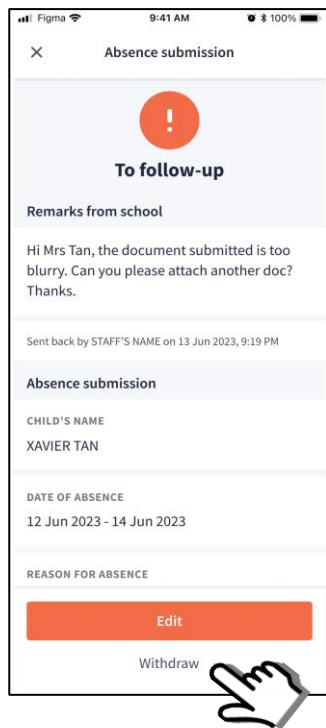


A mobile app screen titled "Absence submission" with a close button (X) in the top left. Below the title is a grey circle with a minus sign. The screen displays the following information: "Submission withdrawn", "REASON FOR WITHDRAWAL: This is my reason for withdrawal.", "CHILD'S NAME: XAVIER TAN", "DATE OF ABSENCE: 10 Jun 2023 - 12 Jun 2023", and "Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM" and "Withdrawn by PARENTS NAME on 17 Nov 2023, 11:23 AM".

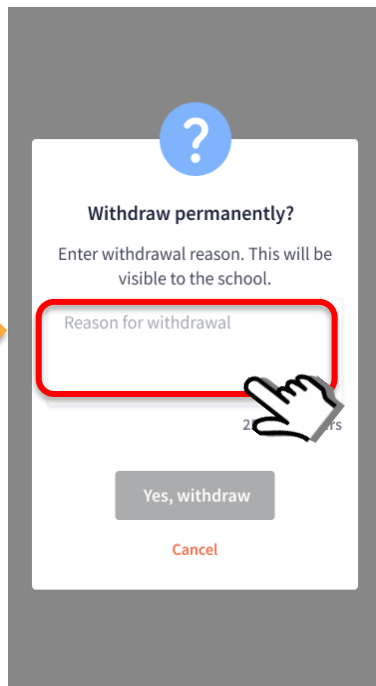
6. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal.

Withdrawal of submitted absence from teacher's follow-up post

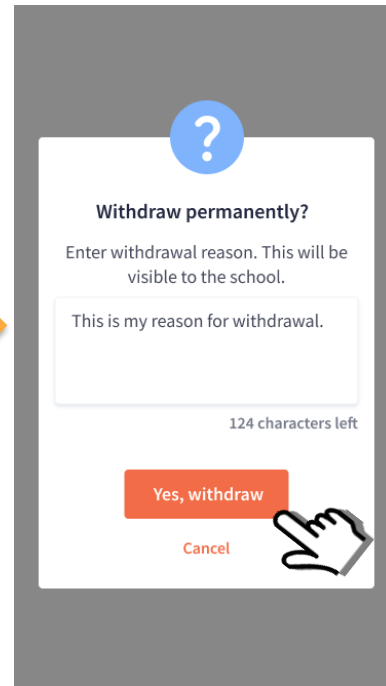
Withdrawal of submitted absence



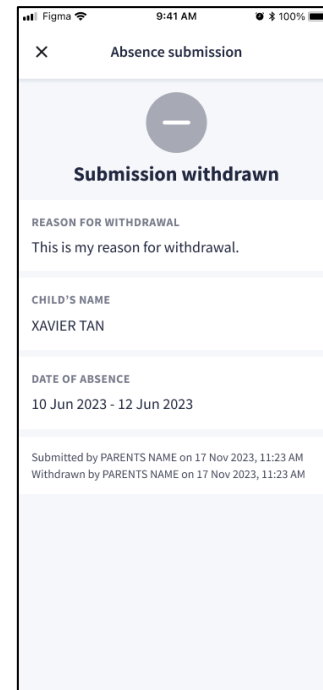
1. Select withdrawal in the details page.



2. A pop-up screen will appear. Enter reason for withdrawal.



3. Click on "Yes, withdraw".



4. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal.

Expiry date for editing and/or withdrawing absence submission

Expiry Date for editing and/or withdrawing absence submission

Absence submission

Reason for absence submitted

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
10 Jun 2023 - 12 Jun 2023

REASON FOR ABSENCE
Xavier has a piano competition that has been approved by the school.

SUPPORTING DOCUMENT
Fileattachmenttitle.png

Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM
Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM

Editing or withdrawing your submission is no longer available. For any modifications, please contact the school directly.

Editing or withdrawing your submission is no longer available. For any modification, please contact the school directly.

Parent will only be able to edit/withdraw absence submission within 2 weeks of submission OR within 2 weeks after absence date, whichever is later.

Example 1:

Parent submit MC on 12 Jan for absence on 12 Jan – Edit or withdrawal is permitted until **26 Jan**

Example 2:

Parent submit absence on 12 Jan for 12 Sep, edit or withdrawal is permitted until **26 Sep**

Example 3:

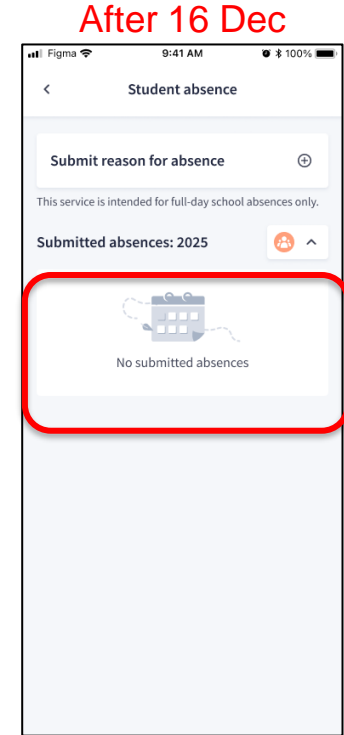
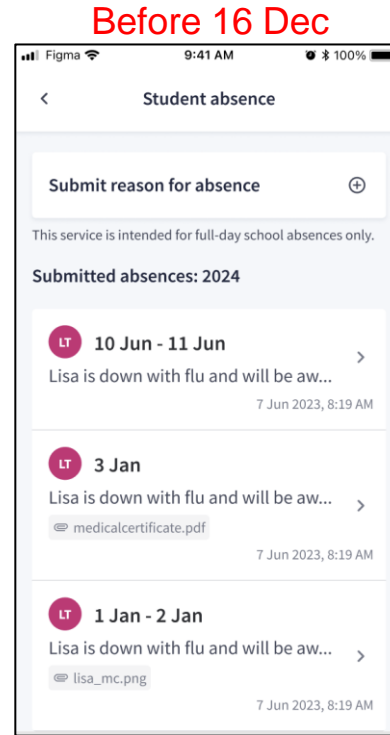
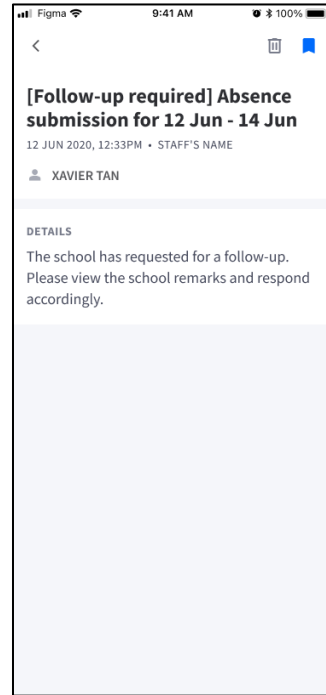
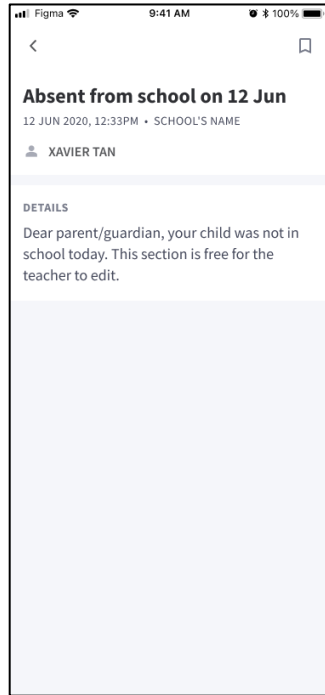
Parent submit absence on 15 Jan for 12 Jan, edit or withdrawal is permitted until **29 Jan**

Note:

If teacher requests for a follow-up, there will be **no expiry** date for parents to send back and edit or withdraw.

Deletion of all submitted absences in the current year

All submitted absences created in the current year will be deleted on and after 16 Dec



1. Parents will not be able to see any button in the past absence notification posts

2. Under the “Student Absence” tab, parents will no longer see the submissions submitted in the current year.

Thank You